

C. Adult Verbatim Comments

Have you ever felt you received fewer services than other patients?
always
An illegal action against me.
At ER at St Lukes in Ronan
At times I've felt that because I had Medicaid I was getting the best service.
Because I work, my time is limited. It takes so long to get an appointment.
Because my provider does not believe my physical problems.
because of having Medicaid
Because of my lack of coverage, the doctors don't want to do what I ask
Community Health Center in Butte. Didn't get proper test/medication.
Copay, Wal-Mart
discrimination
Doctor was not as thorough.
Don't always get some care when they give you a different doctor that is on hand at the time and can not get help with badly needed dental care.
Dr. [Name deleted] once told me I needed a psychiatrist. I felt that was not good bedside manners.
Duplication of treatment.
eye glasses, provider didn't have the best attitude.
Felt like doctor didn't provide or care for needs.
For eye care only
I cannot see a doctor I choose to.
I couldn't find a doctor because I was on Medicaid.
I have been told that I can't receive a service because it wasn't in my coverage.
I ran out of medicine and didn't have money to buy more. Wal-Mart wouldn't renew. I was pre-stroke for a week before I got medicine. Government procedure was the problem.
I went in for an ear wax flush, and he said I didn't have any. I know I do.
I've had billing problems, and was sent to collections.
medical acceptance/Doctors are awful
My Dr [Name deleted] is prejudiced.
No follow-up, which is only for the rich in the USA now!
No meds & medical necessities
Not being able to get in right away.
One time we waited 1 1/2 hours before being seen by the doctor.
short office visits & very short hospital visits
Surgery needed and prescriptions
The first Doctor didn't have the time to listen to me.
They made me feel like they didn't care at all.
They make your appointments so far out to wait to see a doctor.
They refused to refer to ER when needed.
trying to get a dental appointment
We're on Medicaid and don't really matter. And getting medication that works for us is like pulling teeth.
When I was in the hospital, I felt that less time was spent on me.
when I went to a specialist, because of having Medicaid
When referred to a specialist, my regular provider scheduled an appointment for me and told me if I needed to change it, to call the specialist. I called the same day because the time wouldn't work - they told me I had to keep the appt - they would make no exceptions. I feel a regular insured person would have been able to reschedule to a time convenient for them. Dr informed me that a lump was found but I couldn't quit smoking so he referred me back to the regular Dr - no note on lump was given to regular Dr.
Yes, by having to see interns.

**Where did you get this regular or routine care?**

Back pain management PAC specialized in spines

Dentist

Don't know

Elizabeth Seton

gynecologist

Heart Specialist

Hospital

I see my doctor at regular times when I need it.

Mt State Hospital illegally placed.

my ob doctor

Northern Cheyenne/Crow Hospital

ob/gyn

OB/GYN 1 year exam after surgery &amp; GI specialist

Plastic surgeon for reconstruction

Referred to pain control for injections.

**Where did you get care for this illness, injury or condition?**

After not being able to get in, I chose not to make an appointment.

Community clinic

Doctor from Great Falls who comes to Havre

Frances Mahon Hospital

Haven't received care yet

Hospital

I dealt with the pain the best I could

lung specialist, arthritis

Mt State Hospital

My doctor delivered my new baby 3 months ago.

My regular doctor.

Referral

Surgeon at St Pat's in Missoula

**If yes [personal provider couldn't see you], where did they refer you?**

Hospital for tests

Mental

Physical therapy

Specialist

St. Pete's lab

**If more than 6 months ago [the last time you had any visits for preventive care], why?**

[Name of individual] made it impossible

Did not remember

Didn't have money for medical care

Don't go in unless needed.

Don't like the exams, too impersonal and uncomfortable. Mammograms hurt and so do the physicals.

Forgot

I could not afford co-payments.

I didn't have the money.

I do not feel confident with my provider, and no other is available in my area.

<b>If more than 6 months ago [the last time you had any visits for preventive care], why?</b>
I don't go to the doctor unless needed.
I don't know my provider, also I'm afraid of the charge. I not able to pay the co-pay.
I don't like the doctor.
I just didn't think about it too often. (reminders an idea)
I see my doctor when ever I need to.
I was never told to go for preventative care.
I was scared
I was told to wait until they inform.
I'm afraid
I'm healthy & don't need it
I'm not aware whether I qualify for preventive care
In an attempt on my life.
It takes so long to schedule an appointment that usually by the time of the scheduled appointment, I've had to cancel for unforeseen circumstances.
It was not time for my appointment.
It's been 1 year since I had one, but I'm going in for a check-up.
Just got lazy and didn't go in for a flu shot or mammogram.
Just never got around to it. No one referred me.
no money!
No need.
Not needed.
Panic attacks & problems driving myself.
Personal reasons
Pregnancy
The pain from my stomach happens once in a while.
They don't seem to care at all.
Well child has been health.
would not give referral

<b>How were you notified you were on PASSPORT To Health?</b>
Doctor
Friend

<b>Other Tribe?</b>
Alconquin
Blackfeet
Cherokee
Colville
Fort Peck
German, Russian, and Indian
Hopi Trib
Northern Arapahoe
Oneida
Prairie Band Potawatomi
White Mt Apache

<b>Other (Unspecified) Race</b>
Human

## How did that person help you [complete the survey]?

Answered for me

Explained what it was.

I answered the questions with someone else gathering some of the information to answer the questions.

Mom filled this out, since I am disabled.

My mother made sure I understood the questions

She read the questions to me, then I answered and she marked the answers

## Please use the following for any comments, suggestions, etc.

A good program overall.

A wonderful program and blessed to have a good provider.

Because I live so far from my provider and weather is changing I need to know of other close health care to attend if need be. Or if a ride is provided if I cannot drive myself to a health clinic or provider. Also a visit from a real person would be nice, instead of a phone person.

Better dental cover, ie braces for adults.

Booklet was put together wrong (pages out of order), thus the client didn't complete booklet.

[Doctor's name deleted] really made it hard for me to find out any new info concerning my health. It was really hard to get her to refer me to any specialists. She was very unsympathetic to any health problems or pain in any way. She was truly a [expletive deleted] about all my medical problems. I was seeing [Doctor's name deleted] at [doctor]'s office. She moved. I stayed, waiting for [other doctor] to come back.

Dental access is very poor. Balance billing left me in severe debt, and I didn't know the billing rules, so I was taken advantage of.

Doctor advised dentist to treat broken tooth NOW. Need better access to dental care.

Enjoy program as is.

Every time I've called the help line everyone has been friendly & courteous (Thank you). It took me a while to find a good provider. I try not to take advantage of the system or abuse it. I do think it's been good for me so I thank you for your support!

Get more dentists available in Great Falls for teenagers as well as adults. In Great Falls it's impossible to find a dentist for dental care asap.

Great service

I am a diabetic. I feel very fortunate for the Passport to Health program, as I could not afford health care, and did without often. I will never ever abuse the program, for that would deplete this wonderful source of care.

I am completely satisfied with your program and have NO suggestions for improvement. Thank you!

I am on the Medicaid program but never used my card because of the co-pay and I also don't understand certain things or why I was put on hold when I called the Advice Line. I was on hold for about a good 10 minutes. Nobody ever got back to me.

I am very happy with my care provider.

I am very happy with this program.

I am very pleased with my doctor, anytime I need something I call & they do their best to help me. Thanks.

I am very pleased with my regular care provider at this time - but I feel in some cases I am treated differently by some doctors (being on Medicaid). I have inquired with my regular doctor about quitting smoking but I am disappointed that the specialist didn't inform him of the lump, he stated to me he found. I will not go back to that specialist and will be leary of specialists in the future.

I answered this survey considering both my son, [Name of child deleted] & myself and our personal experiences with provider (clinic), walk-in emergency & emergency room at hospital. Thank you.

I appreciate everything that medicaid has done for me.

I appreciate help from Co cpc and medical services from pcp.

I asked for records and didn't receive all of them. I had appointments, but I was never told what was wrong. I have been sent to collections regarding appointments I never had.

I believe dental and vision should be included in the package.

I didn't have to wait to see my provider, and Passport to Health is a good program.

**Please use the following for any comments, suggestions, etc.**

I do not get the care that I should be getting. My meds are not covered all the time. I'm very unhappy with my doctors.
I don't think that it's fair that you don't have dental care for everyone. What do I have to do get pregnant just to get it. It's not fair to me or others.
I feel like a second class citizen who is treated like a loser and not allowed treatment that would be offered if I had different insurance.
I feel your provider should keep better track of your health problems. There are not enough good doctors who will accept new patients. We need more doctors who will care about us and help us, ones we can TRUST !
I got good health care except I cannot find a dentist who will take me.
I have dyslexia and a learning disability. I would like to have things written in simple terms.
I have no dental access. I have diabetes, and I can't get glasses on basic coverage.
I have nothing but problems with Medicaid transportation. They find a way every time to turn down my claim - very unfair.
I haven't smoked a cigarette in 30 years!
I know there are many things that I need health care for, I sometimes just don't quite know how to go about them and what to say to the doctor. :( ?
I like and appreciate the program.
I need several surgeries, hysterectomy, left knee, possible back. Applied for SSI, denied but cannot support myself and son. Cannot work until surgery is done. I have no money, bankrupt, until I can get SSI. My health just keeps deteriorating.
I really don't know who my doctor is.
I really don't understand how much Medicaid pays for when I go to a check-up. If I am to pay a bill; who do I pay?
I really don't understand Passport to Health.
I really like my doctor. She understands me and listens to what I have to say, and makes sure my medicine doesn't clash with what my rheumatologist gives me.
I think if your regular Passport provider moves to work at a new location, you should still be able to use that person as your provider. From Partnership to Western Montana Clinic ([Doctor's name deleted])
I think Passport to Health works well, and I see it as a way to stop the abuse of the system. This way some people can't go from doctor to doctor, getting lots of meds they don't need.
I used the advice line one evening before bringing my child to emergency. She was rude, horrible. I told her thanks for being rude & unhappy. I also told her next time I won't waste my time and call for advice again. The diabetic helpline gals are very good, informative, helpful, kind. Thank you. I realize there is always a bad egg in every program. I feel I got her the day I called in. I'm sure there are better people available to call. I never did try again though.
I was wondering, I am on SSI and I am over the legally blind without glasses. I don't understand why I can't get glasses or eye visits every 2 years. I was born with really bad eyes. I need another pair of glasses really bad. I have an awesome doctor. He takes wonderful care of me and my two kids.
I wish Medicaid would cover incontinence supplies. I wish the pay for mileage would be fair as when gas prices went up, our reimbursement went down.
I would like for you to add dental insurance for adults. Lots of people cannot afford dental and they need it. Please consider.
I would love someone in your legal department to know about the millionaires in this county who, to this day, are trying (and often succeeding) to get Medicaid to pay nursing home bills even though they didn't transfer assets 36 months before, and about a certain lawyer in this town who told a patient's family that to tell the hospital he was holding thousands of dollars in his escrow for that patient, so that the hospital wrote off nearly \$200,000.00 in April 2003. They split up that money after she died, but this hospital can destroy my health and never do anything to help me. Where is justice? If these items are of interest to Montana Medicaid, have your lawyer call me after 7 p.m. any night. I never leave the house but I am on so many pain pills that I can't sleep except during the day. *The folks who answer the transportation line are always nice.
I would like full coverage. I am having a lot of health problems right now.
I would like to better know my privileges in the program. Not from a moneyed, but from someone who knows what's going on in the program. I have problems getting my pain medicine. I would like to know how Dr can be fired.
I would like to choose a new passport provider.
I'm very grateful for this program and everyone involved with it. It has been a very good experience. Thank you all.

**Please use the following for any comments, suggestions, etc.**

In my opinion, with Passport to Health, it is very easy to get the care I need, without any hassles. I am very satisfied with the program.

It would be nice to have dental services restored to Medicaid. I have a mouthful of teeth that are rotting and need to be pulled. I can't afford to have it done. Why in the world was dental taken off anyway?

I've been sick all my life. Got teased at school, so I quit. I was 5 lbs when born. Got sick week after I got home. Missed a lot of school from allergies, bronchitis, tonsillitis, strep throat w/ staph, a boil on spine w/ staph, ear & reoccurring ear infections, colds, tonsils and adenoids removed. Now I have cold, chronic asthma, bronchitis and maybe emphysema, high cholesterol & blood pressure, acid reflux, heart murmur, had gallstones & bladder removed, had both breasts worked on for lumps & mass, on oxygen 24 hours, on nebulizer, have flu shots, pneumonia shots, and take baby aspirin once a day. Also have borderline diabetes. I've had 1 miscarriage of twins, 1 c-section, tubes cut & tied, and 1 ovary removed. Other than this I'm fine. I have ungodly headaches all the time. I wish they could do a scan to see why. They wake me up from sleep. My medical records are in Portland, OR, and Redding, CA, Happy Valley, CA, and Weaverville, CA.

Like the provider Deering Clinic, [Doctor's name deleted] 10+

[Doctor's name deleted] @ Kalispell Medical Center is my son's provider (Nurse Practitioner). She treats my son with such respect, and she is extremely thorough.

Medicaid is an open check book to doctors and hospitals. They perform unnecessary tests.

Montana Medicaid is a very good program. Thanks Medicaid! :)

My doctor did not believe that I was in pain. He just kept underlining things about my back. Then when it came down to it, I needed surgery on my 5-6 & 6-7. They put a bone and a plate in my neck. I am still in pain. To this day, my doctor thinks I am a drug addict. I am clean. He even said this in front of my mom and oldest daughter. He defamed my character.

My doctor is retired and only works part-time, so it's kind of hard to get appointments, but I am "VERY" happy with my doctor ([Doctor's name deleted]) and his services.

My provider is at Market Place on WS and it was hard for me to get there on bus only. He wants me to get surgery. I don't feel I need at present.

Next time send more surveys. My children are on the program and see more doctors than I ever do.

On the whole, I like Medicaid. It's been very good to me.

Overall I'm happy with the program. I just don't appreciate Dr. [Name deleted] telling me I need to see a psychotherapist for physical symptoms I'm having. He has no right.

PASSPORT To Health is a God Send. Thank you very much for allowing me to be on it.

Passport to health should not cost anyone a co-payment. That is there for low-homeless people of income. Doctors should not act like the patient they are seeing is just someone on an assembly line. No genuine connection with doc/patient. Doctors in this state think they are God and they're NOT !!

Passport to Health should offer alternative medical care providers to be personal providers (I.e. herbalists, chiropractors), as many areas are like mine not allowing choice to change providers, unless traveling far distance is possible.

Passport to Health should open dental and optical to all; just adjust a co-payment. My husband and I both need dental and optical and are unable to get it because no insurance available. This might help welfare to work people with much needed treatment to assist with employment.

Receives too much mail from Passport To Health Program that doesn't apply to adults.

Sometimes I don't understand the price of certain prescriptions for drugs for children. Some things are free then next time they're not free; like for instance, insulin pen (diabetes) meter & strips.

Thank you for all your help. Have a Merry Christmas.

Thank you for sending another copy. I enjoy filling out your surveys.

Thank you for the help during this time in my life.

Thank you for the passport providers. It helps to know you can have a provider that knows your health (only).

Thank you for your services. God Bless

Thankful for the program and staff make it easy to understand.

The co-payments for medicine is too expensive for people on fixed incomes who take several prescriptions.

The doctors that take Medicaid are a joke.

The Havre MT clinic should not be the one to approve or disapprove of me having a specialist provider performing 2 separate operations at the same time. It would have saved Medicaid money. Any questions call [Phone number deleted].

<b>Please use the following for any comments, suggestions, etc.</b>
The Nurse First advice line cost me a great deal of stress, "expenses" and turmoil.
The old provider used poor judgment. Once I changed providers, I was able to get the help I needed, although it was late.
The Program has served me well.
The program is doing excellent!
The receptionist at Dr. [Name deleted] office, [Name deleted], embarrassed me in front of a whole room of people by telling me not to come back if I didn't have my co-pay, so I haven't, but I have an appointment February 2nd, after waiting 2 months after I called in.
The transportation line is not user-friendly. A doctor told me I couldn't drive due to seizures, and getting transportation is very discouraging with all the questions they ask.
The true and false questions don't give all the information needed.
This program is great for me and my family.
This survey is boring.
Transportation folks need to answer questions politely.
Twice, eye doctors have suggested to me that it was time for my yearly exam and twice I have followed through (this is over an 8 year period) and then incurred fees not covered by Medicaid. My point is that it is hard to be responsible for knowing all the limitations, especially as they keep changing.
Very good service. Thank you!
Very satisfied with program.
We are so thankful for Montana Medicaid and our wonderful doctor and nurse. We have a beautiful baby girl and I know she is in good hands. Thank you.
We need [Name deleted] to help the Assiniboine Nation to receive health care because we have 11,000 Sioux. Anyone can be in a tribe. Nation is going broke. Health care on reservation and IHS is totally corrupted.
When I have trust in a care provider I do not like to be seen by someone else in the event my dr is not available. So when I was sick recently & called to see my dr. I did not make any appointment with another dr. I am still waiting to see my dr. I don't like to be bounced around. I have enough specialists I see as it is.
While pregnant, I was driving to Glasgow, MT, to see Dr. [Name deleted] at Mill River OBGYN Clinic in the Frances Mahon building. He is the best doctor that I have ever had. I would recommend him and his staff to anyone. He helped me a lot. Special thanks go out to them.
Why are some drugs covered and others are not? Why aren't help aids to quit smoking covered?
Why is there no good central dentist. I need dental badly and the only one that takes Medicaid I would not take a dog to him and the other place here says they can not give me the dental care I need. And with the price of gas now why can not Medicaid travel help out more on expenses and why do we always have to take what ever doctor is available in the clinics.
With prices going up-gas, etc transportation help does not seem adequate although helpful. We do appreciate this survey and your help.
Would like to have Dr [Name deleted] be my Passport provider for my follow-up on my carpal tunnel surgery I had less than 2 weeks ago. Thank you.
You aren't free to make your own choices of doctors, hospitals, surgeons etc. I feel that people such as me should be free to leave the Passport Program at anytime with out the hassle of a fair hearing and since we are so frustrated with the program it's down right pitiful. And we feel we would be better off without it!
You have been very helpful to me and my two boys. Thank you very much.
Your reminder card reminded me about this survey. I'd laid it down & forgot it.
1. Why was I dropped from this program? 2. Why did I not receive survey as indicated in several letters. (1. Being of two pages)?
I chose 6 for satisfaction with the Montana Medicaid Program because I believe Mt Medicaid should cover licensed Midwifery care for home birth. I had to cover this care out-of-pocket and financially, this was extremely difficult. Many other state's Medicaid programs cover licensed midwives as well as many other private Montana insurance companies.
Can't afford the co-pays \$9.00 per visit \$9.00 per test X-rays.
Chiropractic care should be available for adults over 21 with referral.
In 2005 I need to acquire a new passport provider for yearly & to have monthly prescriptions filled.